



# career opportunity

## Department of Technology

Account Management Branch/Customer Delivery Division  
Staff Information Systems Analyst (Specialist) \$5,166 - \$6,793  
Permanent/Fulltime

Final File Date: 8/15/15 or Until Filled

### Who Are We?

The Department of Technology is one of the largest suppliers of information technology services to state, county, federal, and local government entities throughout California. Through the use of a scalable, reliable and secure statewide network, combined with expertise in voice and data technologies, the Department of Technology delivers comprehensive, cost-effective computing, networking, electronic messaging and training solutions to benefit the people of California. We are one of the few state entities with a state of the art Tier III data center.

The Customer Delivery Division acts as a liaison and interface between our department and the customer organizations we serve. The division supports programs designed to build strategic alliances with our customers, provides awareness of IT trends through forums, classes and events and facilitates the timely delivery of high quality service.

We provide excellent health benefits, generous vacation and sick leave accrual, exceptional retirement benefits, 11 paid state holidays, and two paid professional development days per year. We value the importance of your work life balance. As a result, many of our positions allow for telework, flextime, or alternate work week schedules. We are committed to growing all our talented staff. This position is located in Rancho Cordova with free parking.

### What You'll Be Doing...

The Staff Information Systems Analyst (Specialist) acts as an Account Representative (AR) and is responsible for complex operational support of one or more Account Directors (ADs) and their Tier I accounts, and for managing relationships with a variety of Tier III accounts as assigned (the smaller and/or less complex accounts). ARs are required to be self-motivated and have the ability to prioritize their workload with minimal supervision.

The AR develops strong, collaborative relationships with their suite of accounts, and a thorough understanding of their clients' business, IT requirements, and challenges. The ARs develop an in-depth understanding of department services, and use analytical and interpersonal skills to help clients achieve their business goals using these services. ARs have a solid understanding of department and State protocols, processes, and procedures, and work with department staff and clients to ensure compliance with State and department guidelines and plans.

If you enjoy working as part of a team environment, love a challenge, are a self-starter, and want to put your critical thinking, technical, and problem solving skills to work, this could be the position for you.

For a more complete job description, click on [Staff Information Systems Analyst \(Specialist\)](#) to view the Duty Statement.



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## Who We're Looking For

We're looking for dedicated, talented individuals who possess the following skills, abilities, and can work in the following environment:

- Technical expertise on a wide range of IT subjects, including IT system design, testing, implementation, administration and evaluation.
- Understanding of requirements analysis principles, cost-benefit principles and methods, and risk management techniques.
- Excellent customer service, communication and presentation skills.
- Ability to develop or modify processes and procedures to ensure effectiveness and efficiency.
- Ability to define business and technical requirements, evaluate plans and outcomes, and develop IT documents, such as FSRs, RFPs, and BCPs.
- Understanding of industry trends, Department of Technology services, and how emerging technologies might enhance the department's ability to meet future client needs.
- Knowledge of State's budget process, legislative and administrative procedures, procurement documents and procedures, licensing issues, and the roles and responsibilities of oversight and regulatory agencies.
- Ability to develop positive working relationships with all levels of State staff and external stakeholders.

## How to Apply...

Interested applicants must submit a State application to:

CALIFORNIA DEPARTMENT OF TECHNOLOGY  
P. O. Box 1810  
Rancho Cordova, CA 95741-1810  
Attn: Heather / RPA #14-255  
Inquiries: Cathy Herzig (916) 431-5476

**When applying for a Job Opening, you must be sure to submit one state application per RPA #. You must indicate the RPA # you are applying for on your application; otherwise, your application will not be processed.**

To be considered for the position of a **Staff Information Systems Analyst (Specialist)** classification, you must first obtain eligibility through an examination process. Visit our Career Opportunities webpage at <http://cio.ca.gov/About/Careers> for information and instructions on the hiring process.

## The Fine Print...

Applications will be accepted only from individuals currently at the **Staff Information Systems Analyst (Specialist)** level, or applicants who have transfer or list eligibility. Applications will be screened and only the most qualified will be scheduled for an interview. All appointments are subject to SROA/Surplus provisions. Training and Development Assignments may be considered. This recruitment may be used to fill multiple vacancies occurring in this unit for this classification within the next 60 days.

